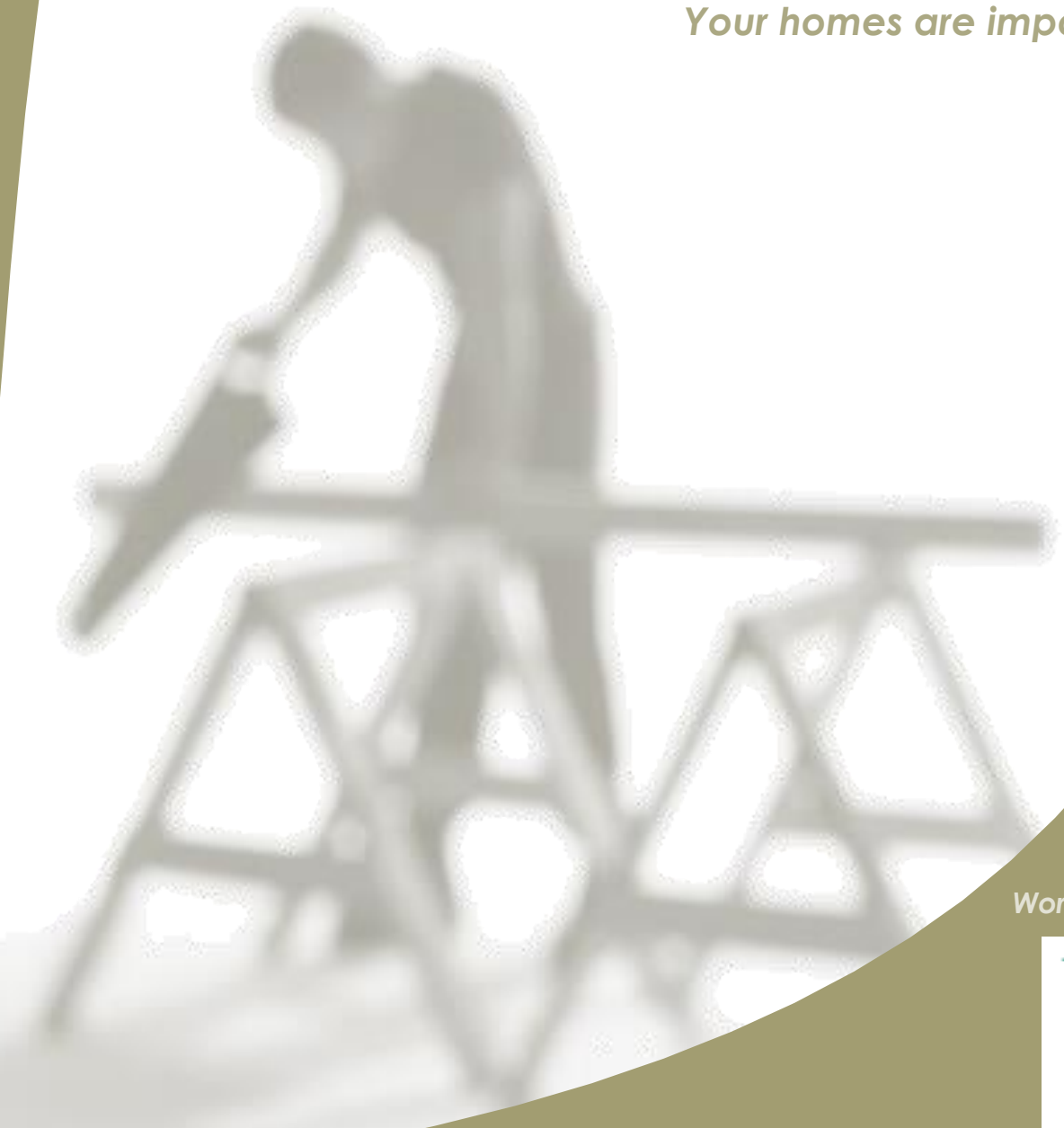
Construction Group
SINCE 1944

Customer User Manual

Your homes are important to us



Working in partnership with

Raven Housing Trust

Contents

Windows & Doors

HOW TO GET THE BEST OUT OF YOUR NEW WINDOWS / DOORS…

Following the installation of your new windows / doors we have produced this brief guide to help you maintain them to keep them in tip-top condition.

CARE AND CLEANING

PVC-u & Rubber Components

PVC-u frames are chemically stabilised to prevent discolouration and should only need an occasional external wash with warm water and detergent.

Stubborn marks can be removed using a small amount of PVC-u cream cleaner; we recommend doing this **at least once a year**.

After cleaning, the frames can be dried with a lint-free cloth and polished using an anti-static spray surface cleaner.

The draining channels located in the frame should be kept clear at all times.

Handles

Window and door handles will only require an occasional cleaning with warm water and detergent.

After cleaning, dry and then polish with a proprietary surface cleaner or spray polish.

Never use bleach, ammonia, or other aggressive substances.

Gearing Mechanism

Any visible hinges on the opening part of the window should be cleaned with lint-free cloth to remove any dirt that may build up – particularly in industrial or heavy traffic areas.

The gearing may be washed with a solution and pure detergent and warm water, dried and then wiped over with a clean, lightly oiled cloth to provide a lubricated surface.

Never clean with metal or abrasive cleaner as this would damage the protective coating on the gearing and lead to discolouration and corrosion.

Glass

Glass should be cleaned using a solution of warm water and detergent, rinsed with clear water, dried using a chamois cloth and polished using a proprietary glass cleaner and a lint-free cloth.

Never use abrasive cleaners on glass

When moving the window, always push on the frame on the window sash, DO NOT apply force on the glass unit.

Condensation

Very occasionally, properties experience condensation problems after replacement doors and windows have been fitted. Understandably customers are unhappy about this situation, and sometimes blame it on their recently installed frames.

Triple-glazed windows and doors cannot cause condensation.

They can however highlight an existing ventilation problem with the property. When draughty old frames are removed and the new draught-proof frames are installed, sometimes the only source of ventilation for the property is removed. This effectively seals in the moisture we breathe out, and that is generated in cooking, washing etc.

Condensation on panes is often a sign of too little ventilation - but not always.

It depends on whether the condensation is placed on the inside, the outside or between the two pieces of glass in the pane.

When condensation is placed outside the window, it proves that it is an energy pane working the way it should. In some specific types of weather - for example, on a clear and frosty night, where there is a significant heat dissipation from the earth into the air- there can be times in the morning when the outside surface of the pane is colder than the air outside. This can result in external condensation in the middle of the pane. This condensation will disappear when the temperature outside rises during the day.

If condensation is placed on the inside of the pane, it is a sign that the relative humidity in the home is too high. The moisture should be brought down to avoid rot and damage caused by a damp and unhealthy indoor climate.

Window Operation

Locking Handles

On windows fitted with a looking handle, the handle may be locked be inserting a key into the lock and turning the key as far as possible.

To unlock, insert the key and rotate in the opposite direction.

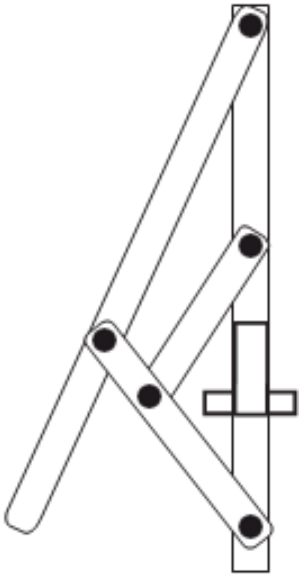
Non-Locking Handles

Windows fitted with a non-locking handle have a green push button; this green button is to indicate that the window will open a full 90^0 to permit escape in the event of an emergency.

Non-locking windows can be used in the event of an emergency, so may also have a small self-adhesive sticker showing a running man on a green background, and a lock covered by a red cross.

The green man symbol indicates that the window may be used in an escape route in the event of an emergency.

Restricted Friction Hinge



This hinge is designed for safety and to ensure only limited opening of the window until the limiter is operated to extend further.

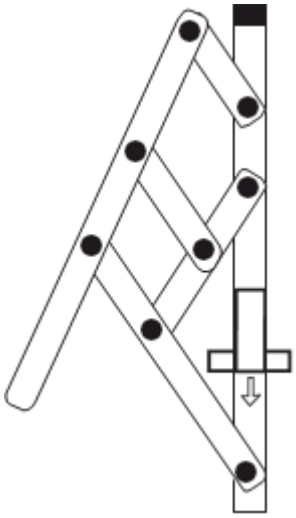
1. It is a simple operation to fully open the window. Once the initial limited opening is reached, locate the small 'PRESS' lever on the bottom hinge.

2. Slightly close the window and depress the 'PRESS' lever, the window can now be opened to its full extent and will lock in the open position.

3. To close the window, depress the 'PRESS' lever and close the window. As the window is closed, the restrictor device that limits the opening of the window will automatically reset.

Egress Friction Hinge (with easy-clean option)

This hinge is designed to provide maximum opening for escape in the event of an emergency and to permit the cleaning of the outside of the unit from the inside of the property.



In order to clean the outside of these windows, simply follow these instructions:

1. Fully open the window and locate the small 'PRESS' levers on the top and bottom hinge.

2. Depress the 'PRESS' lever on the bottom hinge and slide the window slightly in the direction of the arrow displayed on the 'PRESS' lever. Repeat this operation for the 'PRESS' lever on the top hinge.

3. Using both hands, slide the window evenly across the frame to gain access to clean the outside of the window.

4. To reset the hinges to their normal operating mode, simply slide the window back across to its original position and close the window.

Restrictors

Windows may be fitted with a spring activated restrictor arm to prevent the window from opening more than a limited distance.

Restrictor Style A

To disengage the window restrictor mechanism, open the window sash until the restrictor pin is in line with the opening in the restrictor arm.

Push the restrictor arm across so that the restrictor pin passes through the opening in the restrictor arm.

The window sash can now be fully opened.

Restrictor Style B

With both styles of restrictor, when you close the window sash, the restrictor arm will automatically reset on the restrictor pin.

This will restrict the opening of the window sash the next time that it is opened.

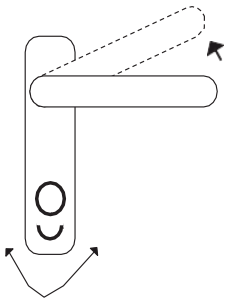
Lubrication

The pivot pins and joints should be lubricated once a year using a light oil or oil spray. At no time should you oil the friction device.

The moving part of the multi-point locking mechanism should be lubricated at least once a year to keep them resistant to wear and in good condition. The moving parts should be lubricated using a light oil or spray. Always wipe any excess oil from the plastic or rubber components of your window.

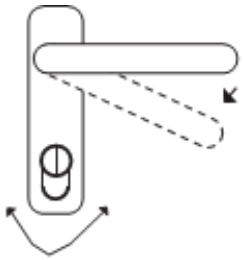
Front Door Operation

Front Door – Outside Locking



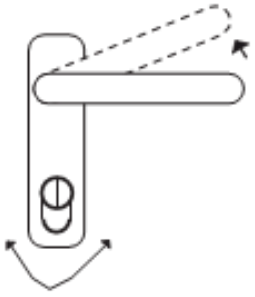
- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Return the handle to the horizontal position, insert and turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.

Front Door – Outside Unlocking



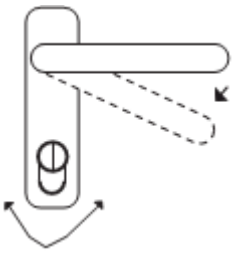
- Place the key in the lock and turn fully to unlock. Press down on the door handle to disengage the multi-point locking mechanism and return the handle to the horizontal position.
- Turn the key to retract the latch.
- Push on the door to open.
- The handle does not operate the latch from the outside.

Front Door – Inside Locking



- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Return the handle to the horizontal position, insert and turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.

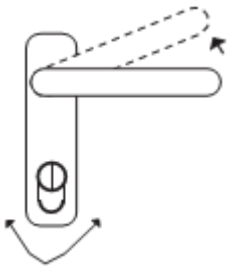
Front Door – Inside Unlocking



- Place the key in the lock and turn fully to unlock.
- Press down on the door handle to disengage the multi-point locking mechanism and the latch.
- The door will now open.

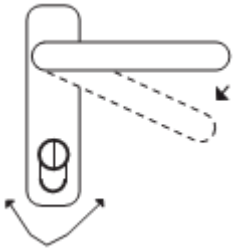
Rear Door Operation

Rear Door – Outside Locking



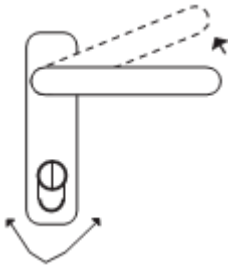
- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock the door.
- Reverse the key half a turn to remove from the lock.
- The door is now locked

Rear Door – Outside Unlocking



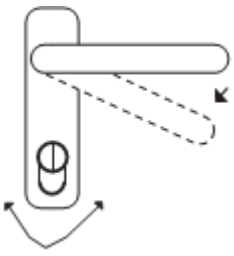
- Place the key in the lock and turn fully to unlock.
- Press down on the door handle to disengage the multi-point locking mechanism.
- The door will now open

Rear Door – Inside Locking



- Close the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock the door.
- Reverse the key, half a turn to remove from the lock.
- The door is now locked.

Rear Door – Inside Unlocking



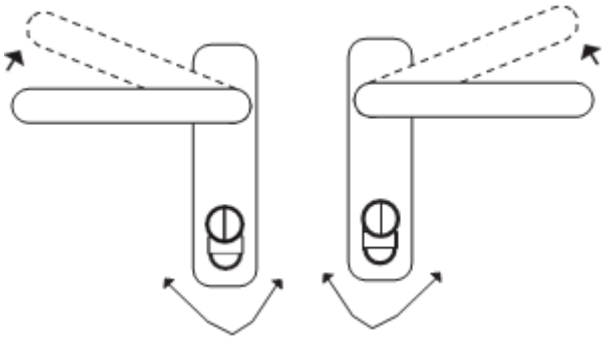
- Place the key in the lock and turn fully to unlock the mechanism.
- Press down on the door handle to disengage the multi-point locking mechanism.
- The door will now open.

Twin French Doors

Twin French doors have a locking mechanism attached to both opening sections of the door, however one section must be closed and locked before the second section can be closed and locked.

To lock from the inside

- Close the door sash without the multi-lock gearing first and lift the handle as far as it will go to engage the shoot-bolt locking mechanism.
- Turn the key fully to lock this section of the door.
- Reverse the key half a turn to remove from the lock. This section of the door is now locked.
- Now close the other section of the door and lift the handle as far as it will go to engage the multi-point locking mechanism.
- Turn the key fully to lock this section of the door.
- Reverse the key half a turn to remove from the lock.
- The whole of the twin French door is now fully locked.



IWI After Care

Your Internal Wall Insulation

Around 45 % of your home's heat is lost through poorly insulated walls. We have now fitted Matilda's Blanket to your walls which will stop a significant part of this warmth escaping, keeping it inside where you need it most.

You will make savings on your energy bills and you will stay warmer and more comfortable in your home. Matilda's Blanket will also reduce noise from outside, making your home not only warmer, but quieter too!

The full benefit of Matilda's Blanket will only be felt if you make some changes to the way you heat your home – and the main one is to reduce the temperature on your room thermostat to the lowest comfortable temperature, typically between 18°C and 21°C, or reduce the amount of time your heating is on for.

Hanging fixtures on your newly insulated wall

Your new wall is strong, but as with attaching items to your old wall, you need to use the correct fixings for whatever it is you are trying to hang:

Flat Loads - Lightweight flat objects, e.g. pictures and mirrors can be simply hung with picture hooks or wood screws fixed directly into the face of Your Matilda's Blanket, without the need for support noggings.

Cantilever Loads - Shelves and hanging cupboards can be attached with suitable cavity fixings. The choice of attachment method is dependent upon the weight, distance of the weight from the fixing, and dimensions of the object.

When fixing a load to a wall, any two points of attachment must have a minimum distance of 150mm from each other. Failure to do so will result in the halving of the weight of the load able to be supported.

Heavy Loads - Wash basins, sanitary units, and radiators, should be fixed to your Matilda's Blanket via steel cavity fixings

Fixing type	Safe working load per fixing[1]	
	Pull down	Pull out
Single picture hook and masonry nail 	12.5mm = 17kg 15mm = 18kg	
No. 10 woodscrew 		12.5mm = 15kg 15mm = 15kg
'Fischer PD' nylon plug & screw 		12.5mm = 20kg 15mm = 20kg
'Fischer UX (8 x 50)' nylon plug & screw 		12.5mm = 21kg 15mm = 27kg
'Fischer HM8 x 55' steel cavity fixing 		15mm = 49kg
'Fischer KD6' steel cavity fixing 		12.5mm = 58kg 15mm = 74kg

Please note that any fixings to your new walls do not invalidate warranty.

Maintenance & Cleaning of your new system

Minor Aesthetically Damaged Areas - Should you get any small chips in the face of your wall these can be repaired using normal, DIY products such as Polyfilla.

Severe Aesthetically Damaged Areas - If damage is severe, sections of the wall can be cut away and removed and a replacement section inserted and bonded back into position

Redecoration

The system can be re-decorated at any time and should be considered as a standard wall. Any application that you would normally apply to a traditional wall can be used on Matilda's Blanket – e.g paint, wallpaper, tiles.

EWI After Care

Your External Wall Insulation

Where your external walls have been fitted with PermaRock External Wall Insulation System, it can now provide both an improvement to the energy efficiency of the building, as well as attractive façade that will perform for many years to come.

Maintenance & Cleaning

You should inspect your EWI annually at the least to ensure that it has not been damaged, and that the decoration is kept in perfect condition.

The walls should be cleaned using warm soapy water and a soft brush if damaged by algae, mould, or dirt. Heavy traffic areas should be checked and cleaned at more regular intervals.

Airbricks, flues, and other ventilators should be kept clear at all times

Plant growth such as ivy should be prevented from growing up your wall as the roots will cause long term damage to the render surface.

Careful attention should be paid to identifying and, as appropriate, rectifying any defective rainwater outlets or pipes that will allow water to pool and then evaporate, leaving behind dirt and algae.

Attaching fixtures & fittings onto/ through the system

Your EWI system is not designed to support the weight of external fittings - (wall mounted hose pipe reels, hanging baskets, brackets satellite dishes TV aerials etc.

Ventilation

Your home has been fitted with an Aereco Demand Control Ventilation (DCV) system. This system quietly and efficiently ventilates your home.

How your ventilation system works

The components of the system monitor the indoor air quality (IAQ) and increase or decrease the ventilation rate in each room as required. Therefore, the IAQ is maintained room by room, whilst saving energy when the demand is lower.

Maintaining the system

Your new system is a constant running system, so there is no need to turn the fan on and off.

It is important to keep air moving throughout the property at all times. Condensation and mould growth occurs when the moister is allowed to leave the bathroom/kitchen and move throughout the property to a colder room where there is perhaps an external wall cold enough to cause the moisture in the air to condense.

Your constant running system stops this by ensuing the moisture loaded air stays in your bathroom/kitchen. If when previously using your bathroom and kitchen you were leaving doors/windows open to dissipate the moisture, this will no longer be necessary. Once you have finished using the room, simply close windows and doors and allow your system to contain and remove the excess moisture.

In some cases, moisture is visible through a mist or condensation, this is perfectly normal and will also be removed by your system.

Costs

Your system will only boost when the moisture level in the room increase, so it does not waste energy when the demand is low.

Average running cost of the system are no more than a few pence per day.

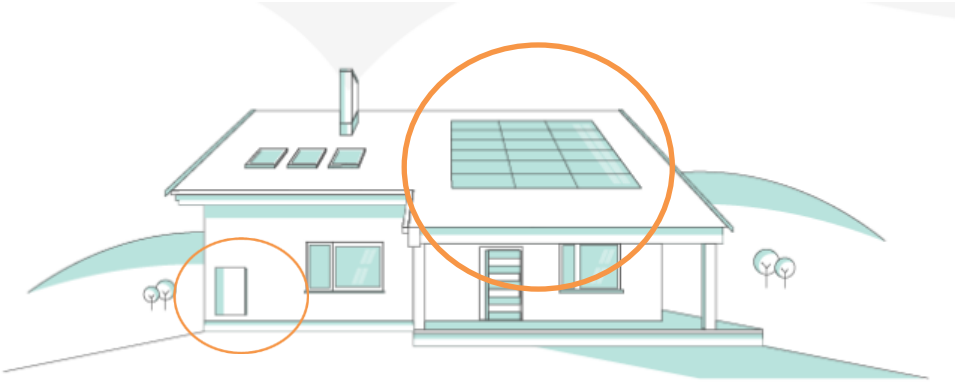
Benefits

As your new system allows for the internal moisture levels to be kept low, your heating systems will therefore heat dry air quicker. This will result in your property heating up quicker, reducing your heating use and lowering your energy bills.

The constant running of your system also allows for other indoor contaminants such as Carbon Dioxide and Volatile Organic Compounds (emitted from things such as glue in furniture and chemicals in cleaning products) to be removed, improving the Indoor Air Quality and providing health benefits for those living in the property.

Solar PV

Solar Photovoltaic Panels and a solar battery storage have been installed on your property in order to capture the suns energy and convert it into electricity that you can use in your home morning, noon and night.



Your solar battery allows you to store the energy already captured through your panels that you can use for later on in the day.

Your Solar battery storage system will take its charge from your solar panels, storing excess in the battery. This energy will them be discharged to power your home when required, so you don't have to be reliant on the grids peak charges.

If you would like to review the data of your Solar PV installation, please do so via the GivEnergy App:

The App can be downloaded for free via google play or the app store on a smartphone/device.

The App allows you to gain quick, easy access to your new system. You can grab information about your homes solar PV generation and GivEnergy battery usage.

Power Graph

Choose what days data you wish to review

A visualisation of your selected power sources

Switch between viewing solar, home, battery and grid power

Data can be viewed over 1,3,6,12 or 24 hour period

View your peak power values for daily, weekly, monthly and yearly

Energy Graph

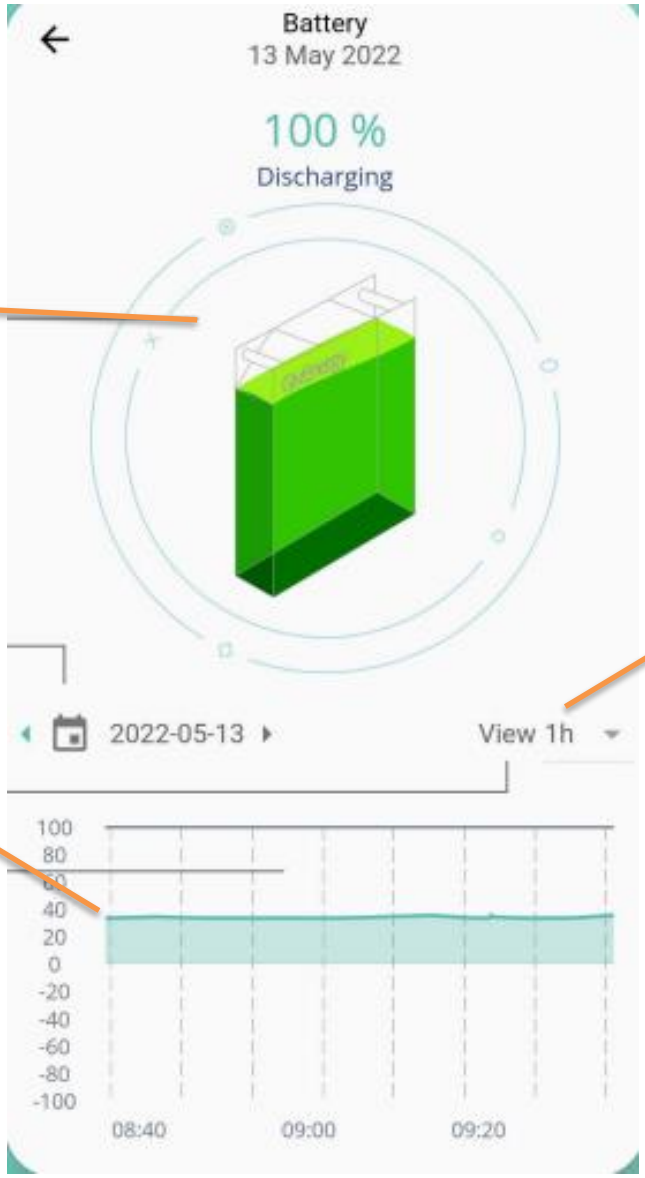
Energy data can be viewed half hourly, daily, weekly, monthly or yearly

View your homes energy consumption from solar, batter and grid power

View your energy breakdown and total values for daily, weekly, monthly and yearly time periods

Battery Dashboard

A visualisation of your battery's state of charge



View your battery data over different time periods

Monitor your battery's percentage and power at different times of the day

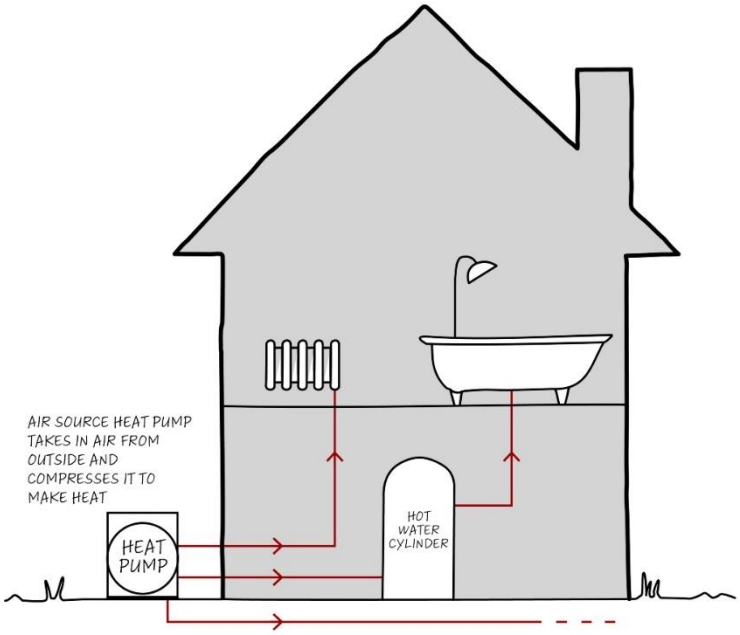
If you do not wish to use the app or are unable to, don't worry as Raven Renewables will keep a close eye on the performance of your panels and battery, the app is purely for your benefit.

Further details on how to use the app can be found in the GivEnergy App User Guide.

Air Source Heat Pump

An Air Source Heat Pump (ASHP) has been installed on your property to extract heat energy from the outside air to pass around your home to provide heating and hot water.

Your heat pump uses electricity to drive the heat transfer process, but because it extracts renewable heat from the outside air, the heat output is greater than the electricity output. Therefore, you are heating your home in a more energy & cost efficient way.



Controlling your heating

At the time of your ASHP install, your water temperature would have been set at a standard temperature by the installers. We do not recommend you change your set water temperature.

To control your homes heating, please use your thermostat as you normally would do. It is recommended you set your thermostat on the lowest comfortable setting, between 18 – 21°C.

Reporting Defects

Following the completion of your installs, if you have any problems within the first 12 months after installation, please contact your CSR using the details below:

Office Contact Number: 020 8269 6377

Installation Date: .....

(Make a note of your installation date here)

If you have any problems after this period, please contact Raven Housing Trust using the details below:

Office Contact Number: 0300 123 3399

Important Notice

Please note residents are not permitted to remove any components of the installs made to your property.

Refer to each manufacturers technical literature for further instructions.

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